

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
НАЦІОНАЛЬНИЙ ТЕХНІЧНИЙ УНІВЕРСИТЕТ  
«ХАРКІВСЬКИЙ ПОЛІТЕХНІЧНИЙ ІНСТИТУТ»

## **МЕТОДИЧНІ ВКАЗІВКИ**

**до практичних занять та самостійної роботи  
з англійської мови за темою «Телефонні розмови у бізнесі»  
для студентів економічних спеціальностей БФ факультету  
і факультету комп'ютерних та інформаційних технологій**

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Методичні вказівки до практичних занять та самостійної роботи з англійської мови за темою «Телефонні розмови у бізнесі» для студентів економічних спеціальностей БФ факультету і факультету комп'ютерних та інформаційних технологій / уклад. С.І. Ніконоров. – Х.: НТУ «ХП», 2011. – 48 с.

Укладач С.І. Ніконоров

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## **Вступ**

Дані методичні вказівки призначені для аудиторних занять з іноземної мови під керівництвом викладача, а також можуть використовуватися для самостійного опрацювання.

Ці вказівки спрямовані на оволодіння необхідним лексичним матеріалом з англійської мови за темою “Ділові телефонні розмови” і мають на меті розвивати навички сприйняття на слух, оперування фразами, вживання нормативних виразів у телефонних розмовах відповідно до вимог ділового етикету.

Методичні вказівки побудовані за єдиним принципом. Робота складається з 9 уроків (Unit), в яких матеріал поданий у вигляді блоків, що відображають основні етапи телефонної бесіди у міру її розвитку. Кожен урок (розділ) містить англо-український словник зі списком слів, використовуваних у блоці вправ, дрилінгові вправи та завдання на переклад українських речень та фраз з телефонних бесід англійською мовою. Вправи розташовані, де це можливо, в порядку зростання складності. Дрилінгові вправи виконуються усно в парах, ланцюжком, всією групою, вдома індивідуально.

Пропоновані вправи ґрунтуються на повторенні, «прокручуванні» (відангл. drill – свердлиити) певних конструкцій. Вони вводяться відповідно до порядку виникнення ситуацій в ході типової телефонної розмови. Метою подібних вправ є додаткове відпрацьовування найбільш важливих конструкцій і таких, що часто вживаються.

Доцільно використовувати дрилінгові вправи у проміжках між основними видами навчальної діяльності. Основний варіант їх вживання викладач пояснює студентам на відповідному прикладі структури пропозиції, в яку вони повинні перетворити вихідну фразу. У пропонованих

вправах у ряді дрилінгів вихідна фраза вводиться словом Model, а модель, в яку вона перетворюється, – словом Key, при цьому вони поміщаються на початку вправи (тип А). В інших вправах вихідна фраза може починатися із слова А, а у відповідь – репліка іншого студента – із слова student В.

Вправи подібного типу можуть також використовуватися для парної роботи студентів. У цьому випадку студентів А видається картка з парними реченнями дрилінга, а студентів Б – картка з непарними, вони обидва мають перед собою зразок зміни конструкції у вигляді першої пари речень вправи. Студенти по черзі читають один одному речення і коректують в разі помилки. Одночасно можуть працювати декілька пар студентів за умови говоріння врівголоса. Викладач при цьому переміщається по аудиторії, спостерігає за роботою студентів та стежить за правильністю виконання вправи і спонукає студентів збільшувати швидкість говоріння. За бажанням викладача фрази з пар речень даної вправи можуть окремо використовуватися для кільцевого відпрацювання за типом А:

Model: speak to Dick	Key: Can I speak to Dick, please?	Can I
talk to your mother	talk to your mother, please?	Can I
have a word with Joe	have a word with Joe, please?	Can I
speak to the foreman	speak to the foreman, please?	Can I
have a word with Nurse Evans	have a word with Nurse Evans, please?	Can I
talk to the manageress	talk to the manageress, please?	

Для кращого оволодіння лексикою пропонуються “Завдання для самостійного опрацювання” та додаткові матеріали для читання.

## PART 1

### Starting a Telephone Conversation

#### Vocabulary List

spell, v	вимовляти (слова) по літерах
go over smth	повторювати
put smb through to	з'єднувати (по телефону)
purpose of the call	мета дзвінка
at this number	за цим номером
get the wrong number	помилитися номером
dial, v	набирати номер
be afraid	боятися
be in	бути у себе
in connection with	у зв'язку з
hold the line	чекати біля телефону
hold on	чекати
be damaged	бути пошкодженим
replace, v	замінити
available	доступний, досяжний
unavailable	недоступний
keep one's appointment	прийти на призначену зустріч
reschedule, v	змінити час
cancel, v	скасовувати
postpone, v	відкладати; відстрочувати
extension	додатковий номер
accept, v	приймати
take one's word for	вірити
engaged line	зайнята лінія
be tied up	бути зайнятим

#### Translate into English:

1. Чи можу я запитати, хто дзвонить?
2. Чи можу я запитати про мету Вашого дзвінка?

3. Чи можете Ви сказати Ваше ім'я по літерах?
4. З'єднайте, будь ласка, мене з Роджером Брауном.
5. Боюсь, що його немає.
6. Зачекайте, я Вас не чую.
7. Чи можете Ви повторити ваше ім'я?
8. Мабуть, Ви помилилися номером.
9. Я зараз побачу, чи Він є дома.
10. Браун говорить.
11. Я хотів би розмовляти з Гаррі Джонсом, якщо можна.
12. Чи можете ви з'єднати мене з Мері?

## Drilling Exercises

### Exercise 1.1

**Model:** Who's calling?

Who is speaking?

What's your name?

What's the purpose of your call?

What's the problem?

What is it about?

**Key:** May I ask who's calling?

May I ask who is speaking?

May I ask your name?

May I ask about the purpose of your call?

May I ask what the problem is?

May I ask what it's about?

### Exercise 1.2

**Model:** Spell that, please!

Repeat that, please!

Give me your name again.

Your telephone number, please!

Go over that, please.

Say that again.

Put me through to Roger Brown.

Expand on that.

Ask him/her to call me back.

Explain the problem in more detail.

Put me through to your accounts department.

Speak a little bit more slowly.

**Key:** Could you spell that, please?

Could you repeat that, please?

Could you give me your name again, please?

Could you give me your telephone number, please?

Could you go over that, please?

Could you say that again, please?

Could you put me through to Roger Brown, please?

Could you expand on that, please?

Could you ask him/her to call me back?

Could you explain the problem in more detail?

Could you put me through to your accounts department, please?

Could you speak a little bit more slowly, please?

### Exercise 1.3

**Model:** You speak too fast.

I can't hear what you say.

I don't understand your name.

I didn't catch your name.

I want to speak to Mr. Jordan but  
he has no direct number.

I don't have your number.

I won't understand, if you don't  
give me the details.

The goods are damaged and  
should be replaced.

I can't keep our appointment.

**Key:** Could you speak a little slower?

Could you speak up / a little louder?

Could you spell your name, please?

Could you repeat your name, please?

Could you put me through to Mr. Jordan,  
please?

Could you give me your number, please?

Could you give me the details, please?

Could you replace the goods, please?

Could we possibly reschedule / cancel  
our appointment?

### Exercise 1.4

**Model:** Mr Macpherson is tied  
up.

He's at the meeting.

He is not here.

She's out of the office.

He's on holiday.

He won't be here till tea-time.

You've got the wrong extension.

I can hardly hear you.

It's below standard.

We can't accept these goods.

I won't be in the office on  
Monday.

I've got some rather bad news.

There's nobody available to  
answer you call.

**Key:** I'm afraid Mr Macpherson is tied up  
at the moment.

I'm afraid he's at the meeting at the  
moment.

I'm afraid he is not here at the moment.

I'm afraid she's out of the office at the  
moment.

I'm afraid he's on holiday at the moment.

I'm afraid he won't be here till tea-time.

I'm afraid you've got the wrong extension.

I'm afraid I can hardly hear you.

I'm afraid it's below standard.

I'm afraid we can't accept these goods.

I'm afraid I won't be in the office on  
Monday.

I'm afraid I've got some rather bad news.

I'm afraid there's nobody available to  
answer you call.

You'll have to take my word for it.	I'm afraid you'll have to take my word for it.
This is the wrong extension.	I'm afraid this is the wrong extension.
His / her line is engaged (busy).	I'm afraid his/her line is engaged (busy).
Ms Thomson is unavailable at the moment.	I'm afraid Ms Thomson is unavailable at the moment.
I'm in a meeting at the moment.	I'm afraid I'm in a meeting at the moment.
My meeting has taken longer than I expected.	I'm afraid my meeting has taken longer than I expected.

### Exercise 1.5

**STUDENT A:** Did you say **Foster: F-O-S-T-E-R?**

**STUDENT B:** NO, I said **Gloucester: G-L-O-U-C-E-S-T-E-R.**

#### STUDENT A

1. .... chicken .....
2. .... Midwood .....
3. .... Turkey .....
4. .... expect .....
5. .... Chertsey .....

#### STUDENT B

- ..... kitchen .....
- .....Bradford.....
- ..... Torquay .....
- ..... except .....
- ..... Jersey .....

### Exercise 1.6

I'll just find out if Dr Armstrong's at home.

- 1) ..... inquire .....
- 2) ..... Richard's .....
- 3) .....ready.
- 4) ..... the coat's .....
- 5) ..... see .....



## PART 2

### Describing the Purpose of the Call

#### Vocabulary List

phone about	телефонувати про
talk about	говорити про
hope, v	сподіватися
arrange, v	домовлятися
mention, v	згадувати
point	момент, питання
the other thing	інше

#### Translate into English:

1. Ось чому я вам дзвоню.
2. Ось про що я думав.
3. Ось про що я сподівався поговорити.
4. Є три речі, про які нам треба подумати.
5. Інше, про що я хотів згадати.
6. Ще один момент, про який я хотів сказати.

#### Drilling Exercises

##### Exercise 2.1

That's what I'm phoning about.

That's what I'm calling you about.

That's what I was thinking.

That's what I was hoping to hear.

That's what I was hoping to talk about.

That's what I was hoping to arrange.

##### Exercise 2.2

Chain Drill

There are three things we need to think about.

There're three things I'd like to go over with you

There're three things I wanted to mention

There are two things I wanted to mention.

The other thing I wanted to mention

The other thing I wanted to say about.

The other point

Just one more point...

## PART 3

### Expressing Regret & Apologizing

#### Vocabulary List

catch the name	розчути ім'я
the other line	інша лінія
go out	виходити
leave, v	залишати
be away	бути відсутнім
be busy	бути зайнятим
look up	подивитися
check the diary	перевіряти щоденник
be sorry about	жалкувати
run out (of time)	закінчитися (про час)
be damaged	бути пошкодженим
disturb, v	турбувати
keep it short	висловлювати коротко
keep smb long	затримати когось довго
mess up arrangements	порушити домовленості
accept apologies	приймати вибачення
terrible line	жахлива лінія
meeting	засідання
delay	затримка
crossed line	завади на лінії
equipment	обладнання
fault	дефект
invoice	рахунок-фактура
mix-up	плутанина, безладдя
sign	ознака
below standard	нижче стандарту

### Translate into English:

1. Пробачте, я не розчув Ваше ім'я.
2. У мене хтось на другій лінії.
3. Я зараз на засіданні.
4. Пробачте, вона пішла у справах.
5. Пробачте, але лінія зайнята. Ви почекаєте?
6. Пробачте, погано чути.
7. Мені шкода, що трапилась затримка.
8. Пробачте, мені потрібно перевірити у моєму щоденнику. Ви почекаєте?
9. Мені шкода, що поставка спізнилася.
10. Мені шкода, що трапилась плутанина.
11. Проблема у тому, що нам бракує часу.
12. Проблема у тому, що товари пошкоджені.
13. Мені попросити її передзвонити вам, коли вона прийде?
14. Пробачте, що потурбував Вас.
15. Це не займе багато часу.
16. Пробачте, що я порушив нашу домовленість про зустріч.
17. Пробачте, що змусив Вас чекати.
18. Будь ласка, прийміть мої вибачення.

### Drilling Exercises

#### Exercise 3.1

<b>Model:</b> I didn't catch your name.	<b>Key:</b> I'm sorry, I didn't catch your name.
I've got someone on the other line.	I'm sorry, I've got someone on the other line.
I think you've got the wrong number.	I'm sorry, I think you've got the wrong number.
I've got to go out.	I'm sorry, I've got to go out.
I'm in a meeting (at the moment).	I'm sorry, I'm in a meeting (at the moment).
I must leave it there.	I'm sorry, I must leave it there.
She's away on business.	I'm sorry, she's away on business.

### Exercise 3.2

**Model:** The line's busy.

It's a terrible line.

He's got someone on the other line.

I need to check my diary.

I have to look it up for you.

**Key:** I'm sorry, the line's busy. Will you hold?

I'm sorry, it's a terrible line. Will you hold?

I'm sorry, he's got someone on the other line. Will you hold?

I'm sorry, I need to check my diary. Will you hold?

I'm sorry, I have to look it up for you. Will you hold?

### Exercise 3.3

**Model:** I'm afraid there's been a mistake.

I'm afraid there's been a delay.

I'm afraid there's been a crossed line.

I'm afraid there's been late delivery.

I'm afraid there's been a fault with the equipment.

I'm afraid there's been a mistake on the invoice.

I'm afraid there's been a mix-up.

**Key:** I'm sorry about the mistake.

I'm sorry about the delay.

I'm sorry about the crossed line.

I'm sorry about the late delivery.

I'm sorry about the fault with the equipment.

I'm sorry about the mistake on the invoice.

I'm sorry about the mix-up.

### Exercise 3.4

**STUDENT A:** Hallo. Is **Alice** there, please?

**STUDENT B:** Sorry, **she's** out. Shall I ask **her** to ring you when **she** gets in?

#### STUDENT A

1. .... your parents ....?

2. .... Major Carson ....?

3. .... your sister ....?

4. .... Henry ....?

#### STUDENT B

..... ?

..... ?

..... ?

..... ?

### Exercise 3.5

The problem is we are running out of time.

The problem is there's still no sign of it.

The problem is the goods are damaged.

The problem is it's below standard.

The problem is the line's always busy.

The trouble is the line's always busy.

The trouble is he's over from Argentina.

### Exercise 3.6

Sorry to disturb you. I'll keep it short.

Sorry, I won't keep you long.

Sorry you've been kept waiting.

So sorry you've been kept waiting.

Sorry I disturbed you before.

Sorry to have troubled you.

Sorry to have messed up our arrangements.

Hope I haven't messed up your arrangements too much.

Please accept my apologies.

## PART 4

### Enquiring Information

#### Vocabulary List

mean, v	мати на думці
invest, v	інвестувати
travel, v	мандрувати, подорожувати
deliver, v	доставляти
mind, v	заперечувати
reach, v	зв'язуватися (з кимсь, напр., по телефону)
wonder, v	цікавитися, бажати знати
speak up	говорити голосно
daily	щодня, щоденно
average price	середня ціна
economy class	економ-клас
exactly	точно

#### Translate into English:

1. Не могли б Ви сказати, чому ми повинні зробити це?
2. Не могли б Ви сказати, що Ви маєте під цим на увазі?
3. Не могли б Ви сказати, у зв'язку з чим це?
4. Не могли б Ви сказати, чи поставляєте Ви кожен день?
5. Не могли б Ви сказати, чи готові Ви?
6. Не могли б Ви сказати мені середню ціну?
7. Не могли б Ви сказати мені, чому ви не можете користуватися економ-класом?
8. Ви не заперечуєте, якщо я спитаю у Вас, чи впевнені Ви стосовно нової дати?
9. Не могли б Ви сказати мені, у чому точно проблема?
10. Мені б хотілося знати, де ми можемо зустрітися з Вами.
11. Мені б хотілося знати, коли я можу зв'язатися з Вами.
12. Мені б хотілося знати, чи закінчили Ви.
13. Мені б хотілося знати, чи могли б ми відкласти нашу зустріч.

14. Хотілося б знати, чи можете Ви допомогти мені.
15. Хотілося б знати, чи можете Ви говорити голосніше.
16. Хотілося б знати, чи можете Ви попросити його передзвонити мені.

## Drilling Exercises

### Exercise 4.1

<b>Model:</b> Why do we have to do it?	<b>Key:</b> Could you tell me why we have to do it?
Why do we need to invest?	Could you tell me why we need to invest?
How is this going to work?	Could you tell me how this is going to work?
What do you mean by that?	Could you tell me what you mean by that?
Do you need to travel first class?	Could you tell me whether you need to travel first class?
Do you deliver daily?	Could you tell me whether you deliver daily?
What is it about?	Could you tell me what it's about?
What's it in connection with?	Could you tell me what it's in connection with?

### Exercise 4.2

<b>Model:</b> Do we have to leave?	<b>Key:</b> Would you mind telling me whether we have to leave?
Are you ready?	Do you mind telling me whether you're ready?
Tell me the average price.	Do you mind telling me the average price?
Have you ever traveled second class?	Would you mind telling me whether you have ever traveled second class?
Why can't you use economy class?	Do you mind telling me why you can't use economy class?
Are you sure about this new date?	Do you mind if I ask whether you're sure about this new date?



What's the problem exactly?

Do you mind telling me what the problem is exactly?

### Exercise 4.3

**Model:** Where can we contact you?

**Key:** I'd like to know where we can contact you.

Have you finished?

I'd like to know if you have finished.

When can I reach you?

I'd like to know when I can reach you.

When are you planning to leave?

I'd like to know when you are planning to leave.

Could we meet a bit earlier?

I'd like to know if we could meet a bit earlier.

Could we postpone our meeting?

I'd like to know if we could postpone our meeting.

Could we reschedule our appointment?

I'd like to know if we could reschedule our appointment.

### Exercise 4.4

**Model:** I'd like to know if you have finished.

**Key:** Could I ask if you have finished?

I'd like to know when I can reach you?

Could I ask when I can reach you?

I'd like to know where we can contact you.

Could I ask where we can contact you?

I'd like to know when you are planning to leave.

Could I ask when you are planning to leave?

I'd like to know if you have an office in Bristol?

Could I ask if you have an office in Bristol?

### Exercise 4.5

**Model:** Do you have an office in Dublin?

Can you help me?

Can you ask him/her to call me back?

Can you hold on a moment?

Can you hold the line?

Can you speak up a bit?

**Key:** I wondered whether you had an office in Dublin?

I wondered whether you could help me?

I wondered whether you can ask him/her to call me back, please?

I wondered whether you can hold on a moment, please?

I wondered whether you can hold the line, please?

I wondered whether you can speak up a bit, please?

## PART 5

### When Receiving Information

#### Vocabulary List

get one's notes	діставати записи
write down	записувати
call back	передзвонювати, відповідати на дзвінок
give a ring back	передзвонювати, відповідати на дзвінок
run through the details	переглядати подробиці
account	рахунок
screen	екран
half an hour	півгодини
order	замовлення

#### Translate into English:

1. Почекайте хвилинку. Я тільки дістану свої записи.
2. Почекайте хвилинку. Я зараз дістану ручку.
3. Почекайте хвилинку. Я зараз спробую з'єднати вас.
4. Давайте я подивлюся в своєму щоденнику.
5. Дозвольте я дістану ручку.
6. Давайте я передзвоню Вам через півгодини.
7. Чи можна мені взяти Ваш номер?
8. Дозвольте мені повторити це.

#### Drilling Exercises

##### Exercise 5.1

<b>Model:</b> Let me.	<b>Key:</b> Hold on a second. I'll just get my notes.
Let me just get a pen.	Hold on a second. I'll just get a pen.
Let me just go over that.	Hold on a second. I'll just go over that.
Let me write that down.	Hold on a second. I'll just write that down.
Let me have a look at my diary.	Hold on a second. I'll just have a look at my diary.

Let me get your account up on screen.      Hold on a second. I'll just get your account up on screen.

Let me try to connect you.      Hold on a second. I'll just try to connect you.

## **Exercise 5.2**

### Chain Drill

Let me have a look at my diary.

Let me take / write that down.

Let me just get a pen...

Let me just repeat that...

Let me call you later.

Let me call you back.

Let me have your number.

Let me give you a ring back.

Let me give you the number there.

Let me just go over that.

Let me get my notes.

Let me get back to you in half an hour.

Let me get your account up on screen...

Let me just run through the details.

## PART 6

### Asking a Favour

#### Vocabulary List

get back	повернутися
arrange, v	домовлятися
manage the meeting	змогти прийти на збори
give a message	передавати повідомлення
bring forward	переносити на більш ранній строк
branch	філія

#### Translate into English:

1. Чи могли б Ви сказати йому, щоб він передзвонив мені?
2. Чи могли б Ви сказати йому, що я подзвоню йому, як тільки повернусь.
3. Чи можу я попросити Вас передати йому повідомлення?
4. Чи могли б Ви сказати йому, що я зателефоную на наступному тижні, щоб домовитися про іншу дату?
5. Чи можу я попросити Вас перенести наше замовлення на більш ранній строк?
6. Чи можу я попросити Вас дати мені адресу філії вашої компанії у Києві?

#### Drilling Exercises

##### Exercise 6.1

- Could you tell him to call me?
- Could you tell him I called?
- Could you tell him that I'll ring him when I get back.
- Could you tell him that I'll call him next week to arrange another date.
- Could you tell him that I won't be able to manage our Friday meeting?
- Could you give him a message?
- Could you ask her to call me back?

Could you ask him to get back to me?

Could you ask her to ring me back when she comes in?

Can I ask you to ring me back when she comes in?

Can I ask you to bring forward our order?

Can I ask you to give him a message?

Can I ask you to give me the address of your company's branch in Kiev?

## PART 7

### Promising to Do Things

#### Vocabulary List

sort out	знаходити рішення, розібратися
happen, v	відбуватися; траплятися
make sure	потурбуватися, подбати
straight away	відразу
personally	особисто
again	знову
first thing in the morning	першим ділом вранці
this afternoon	сьогодні після полудня
a couple of minutes	пара хвилин
switchboard	комутатор
in more detail	докладніше
approval	схвалення
as soon as possible	якомога раніше

#### Translate into English:

1. Я потурбуюся, щоб вона отримала повідомлення.
2. Я особисто, щоб це не трапилося знову.
3. Я попрошу кого-небудь подзвонити вам спозаранку.
4. Я скажу йому, що ви дзвонили.
5. Я передам їй повідомлення сьогодні пополудні.
6. Я передзвоню вам.
7. Я погляну чи в офісі він.
8. Я займуся цим зараз же.
9. Я з'єднаю вас з комутатором.
10. Я подзвоню вам, як тільки повернуся.
11. Я поясню йому проблему детальніше.
12. Мені потрібне ваше схвалення на це якнайскоріше.
13. Я прийду до вас в офіс, якщо ви хочете.
14. Я передзвоню вам, якщо ви хочете.

## Drilling Exercises

### Exercise 7.1

- I'll make sure it gets sorted out straight away.
- I'll make sure she gets the message.
- I'll personally make sure she gets the message.
- I'll personally make sure it doesn't happen again.
- I'll tell him you called.
- I'll get someone to ring you first thing in the morning.
- I'll get a message to her this afternoon.
- I'll get back to you.
- I'll get back to you in a couple of minutes.
- I'll see if he's in the office.
- I'll see to it right away.
- I'll put you through to the switchboard.

### Exercise 7.2

- I'll ring you when I get back.
- I'll call him next week to arrange another date.
- I'll explain the problem to him in more detail.
- I'll need your approval for this as soon as possible.
- I'll come to your place / office, if you like.
- I'll ring you back if you like.



## PART 8

### Arranging Things

#### Vocabulary List

suit, v	бути зручним; влаштовувати
fix a meeting	визначати день зборів
get together	збирати(ся)
meet up	зустрічати(ся); збиратися
sometime	коли-небудь
in the near future	у недалекому майбутньому

Translate from Ukrainian into English:

1. Як вам підійде в 10.00?
2. Як вам підійде п'ятниця?
3. Могли б ми домовитися про зустріч?
4. Чи не слід нам зібратися?
5. Ми могли б зустрітися до кінця місяця?
6. Чи не слід нам зустрітися, щоб поговорити про це?

#### Drilling Exercises

##### Exercise 8.1

**Model:** 10.00

**Key:** How would 10.00 suit you?

Friday

How would Friday suit you?

next week

How would next week suit you?

Monday morning

How would Monday morning suit you?

Wednesday

How would Wednesday suit you?

next month

How would next month suit you?

Thursday

How would Thursday suit you?

12.00

How would 12.00 suit you?

Wednesday afternoon

How would Wednesday afternoon suit you?

### Exercise 8.2

Could we fix a meeting?

Shouldn't we.....?

..... get together sometime?

..... in the near future?

Could we .....?

.....see each other.....?

..... before the end of the month?

I'd like to see you..... .

Shouldn't we meet up .....?

..... to talk about this?

## PART 9

### Giving Appreciation & Concluding

#### Vocabulary List

sound, v	звучати
return the call	повертати дзвінок
let somebody know	дати знати
appreciate, v	(високо) цінувати; визнавати
look forward to doing smth	чекати з нетерпінням
hear from	отримувати вісточку
feasible	можливий, ймовірний
reasonable	розсудливий, розважливий
promptly	відразу, швидко
grateful	вдячний

#### Translate into English:

1. Звучить .
2. Звучить дуже розсудливо.
3. Спасибі за те, що передзвонили.
4. Спасибі за допомогу.
5. Спасибі за те, що повідомили.
6. Ми були б дуже щасливі зробити це.
7. Я був би дуже вдячний.
8. Ми б дуже оцінили це.
9. Я радий чути це.
10. Ми дуже вдячні вам, за те, що ви все влаштували.
11. Ми завжди ради допомогти, якщо можемо.
12. Я чекаю з нетерпінням швидкої зустрічі з вами.
13. Чекаю з нетерпінням новин від вас.
14. Чекаю з нетерпінням нашої наступної зустрічі.

## Drilling Exercises

### Exercise 9.1

Model: Good idea.  
Great.  
Feasible.  
Very reasonable.

Key: That sounds like a good idea.  
That sounds great.  
That sounds feasible.  
That sounds very reasonable.

### Exercise 9.2

Thanks for calling.  
..... calling back.  
..... the information.  
..... your help.  
..... returning my call.  
..... getting back to me so quickly / promptly.  
..... letting me know.

### Exercise 9.3

We'd be very happy to do that.  
We would be very happy to do that.  
I would be very happy to do that.  
I would be very grateful.  
I'd really appreciate that.  
I'm glad to hear that.  
I'm very grateful to you for arranging things.  
We're very grateful to you for arranging things.  
We're always glad to help if we can.

### Exercise 9.4

I look forward to seeing you soon.  
..... meeting you.  
..... hearing from you.  
..... our next meeting.  
..... it.

## ЗАВДАННЯ ДЛЯ САМОСТІЙНОГО ОПРАЦЮВАННЯ

### Task 1 Read the text and answer the questions:

#### USING FIRST NAMES

Whether we use first names or family names with people in English normally depends on the relationship we have with them. Here are some tips.

- As a general rule, do what the other person does. So if the other person uses your first name, use their first name when you speak to them. One important exception: if the other person has a much higher status than you (for example if you are a secretary and they are a manager) then sometimes it's better to use their family name, even if they use your first name. It depends on the company culture.
- If it's the very first time you speak to a person, you should probably use their family name.
- If you've had contact with the person before (even if it was only on the phone), you can normally use first names.
- If the person is an important business contact, you should definitely try to use first names, if appropriate. It's a sign of a close working relationship.

#### Questions:

1. What does the use of first names or family names with people in English depend on?
2. When is it recommended to use first names in business situations?
3. How would you address a person you are speaking to for the first time?
4. Can you explain the use of first names or family names in Ukraine?

### Task 2 Read the text and do the exercise:

#### GIVING "BAD" NEWS

It's very common for native speakers to use *I'm afraid* or *I'm sorry* when giving "bad" news, for example when saying someone isn't available.

*I'm afraid Mr Seide is in a meeting.*  
*I'm sorry, but Mr Seide is in a meeting.*

If you don't use *I'm afraid* or *I'm sorry*, the sentence sounds very direct and impolite to a native speaker.

The word *actually* is also often used to make a statement more polite. For example, it can be used:

- instead of saying the word *no*. A: *Does he have your phone number?* B: ***Actually***, *I don't think he does.*
- when we change the subject (e.g. when we change from small talk to talking business). *Your holiday sounds fantastic. Listen, Sandra, I **actually** wanted to speak to Maria.*
- to say something which is inconvenient or annoying for the other person, in a polite way. *Can I call you back? I'm **actually** talking to someone else on the other line.*

Careful: *actually* is not the same as *current(ly)*!

**Exercise: Give the Ukrainian equivalents for:**

- ♦ common
- ♦ native speaker
- ♦ available
- ♦ impolite
- ♦ actually
- ♦ inconvenient
- ♦ annoying
- ♦ currently

**Task 3 Read the text and answer the questions:**

**SUCCESSFUL TELEPHONING**

Phone calls can often be challenging in your own language, but when you're speaking a foreign language they are even more difficult. There's no body language to help you, the audio quality is not always perfect, and there is more

time pressure than in a face-to-face conversation. Below are some tips to make telephoning in English less stressful.

1. If you have to make a difficult phone call, spend a few minutes preparing first. Think about what you want from the phone call. What might the other person say? Make notes of English phrases you can use during the call.

2. Try to relax. Make sure you have enough time for the call, and don't hurry. It's better to have a successful ten-minute call than an unsuccessful five-minute call.

3. Sometimes receiving an unexpected call can be very stressful. To give yourself some time to prepare for the call, you might want to tell a "white lie" (*I'm sorry, I'm actually in a meeting right now. Can I call you back in ten minutes?*) and call back when you feel more confident.

4. It's important to make a little small talk with the other person before you talk business, but don't spend too long chatting. Get to the point of the call quickly. If you're talking to a native English speaker, listen for words like *well*, *so*, and *anyway* – these are signals that it's time to talk business.

5. Speak more slowly and at a lower pitch than you would during a face-to-face conversation. It makes you sound confident, helps the other person to understand you, and calms you down if you are nervous.

6. Don't be afraid to ask a caller to repeat something (*I'm sorry, I still didn't catch that. Could you say it again more slowly*). It's better for the caller to repeat a piece of information five times than for you to write down the wrong information.

7. Smile! Although it sounds strange, the other person can hear if you are smiling – it makes your voice sound friendlier.

### Questions:

1. What would you do to prepare to make a phone call?
2. What to do to avoid being nervous during the call?
3. What can you say about making a small talk before getting down to business?
4. What can help you sound confident?
5. Is it appropriate to ask a caller to repeat something?
6. Why is it good to smile when speaking on the phone?

## Task 4 Read the text and do the exercise:

### HOW TO BE LESS DIRECT

Generally in English, the less direct a sentence is, the more polite it is. For example, we often use the past tense (*was, wanted*) instead of the present tense (*is, want*). The past tense is more polite, because it's less direct.

*What **was** your question?*

*I just **wanted** to check ...*

*I **wanted** to ask about ...*

Similarly, we often use *could* and *would* to make questions or statements less direct.

***Could** you tell me what the price **would be**? (instead of **Can** you tell me what the price is?)*

*What **would be** your preferred means of payment? (instead of What is your...?)*

### ACTIVE LISTENING STRATEGIES

Active listening strategies can help you to communicate more effectively on the telephone.

When listening, say words like *right, uh huh, got you, yeah* every few seconds to show that you are paying attention. The other person feels more relaxed because it's clear that you are there and actively listening to them.

Check each piece of information that the other person gives you – even if you think you have understood everything perfectly, you might have actually misunderstood something the other person said. You can do this by:

- Echoing, in other words by repeating what the other person said, to make sure you understood correctly:

**A:** *We can deliver on Tuesday.*

**B:** *Tuesday. Right.*

- Asking for clarification:

**A:** *Our address is 40 George Street.*

**B:** *Sorry, did you say 40 or 14?*



• Reading numbers and other important pieces of information back to the other person:

**A:** *My number is 2389 5354.*

**B:** *Let me just read that back to you. So that's 2389 5354.*

You can also ask the other person to read a number back if they don't do it themselves:

*Can you just read that back to me?*

**Exercise: Give the Ukrainian equivalents for:**

- ◆ instead
- ◆ similarly
- ◆ statement
- ◆ echo
- ◆ clarification
- ◆ misunderstand

**Task 5 Read the text and answer the questions:**

**GET ACTIVE WITH YOUR LISTENING**

Imagine you are calling an important business contact. The person says he is in a hurry and only has five minutes for the call. While you are talking, you hear him typing on his computer keyboard, and he continually interrupts you while you are trying to talk. How would you feel?

The above description is an example of a bad listener. Everyone learns at school how to read and write, but normally we are never taught how to listen. However, effective listening is one of the most important communication skills.

Here are some things you can do to improve your active listening skills.

1. Remove distractions. Make sure the place where you are telephoning isn't too hot, too cold, too noisy or too uncomfortable.
2. When you're on the phone, don't type, tidy your desk or organize your papers.
3. The noises you make will tell your partner that you're not listening.

4. Forget about your own problems and tasks while talking to your partner. You can't concentrate on what someone else is saying if you are thinking about your "to do" list.

5. Regularly summarize what your conversation partner has told you, to show that you are listening ("So what you mean is ...", "If I understood you correctly, you want to ..."). This can also help your partner to move forward in the conversation.

6. Be honest with your partner. If you weren't paying attention to what they said, or if their English is too difficult, tell them and ask them to repeat what they said ("Sorry, could you say that again?", "I'm sorry, but I'm finding you difficult to understand. Could you maybe try to talk in simpler English, please?").

7. Wait until the other person has stopped talking before you decide what to say next. If you are constantly thinking about your response, you won't be able to concentrate on what they are saying. Use phrases like "let me see", "I see what you mean", or "I just need to think for a moment" to give yourself time to think about what to say next.

8. Learn listening skills from other people. Pay attention to how other people (especially native speakers) show you that they are listening.

### **Questions:**

1. Can you give any examples of bad listening on the phone?
2. What is recommended to do before speaking and listening on the phone?
3. What should you avoid doing while listening?
4. Why is it good to summarize what your conversation partner has told you?
5. When is it the right moment for you to start speaking?
6. What phrases can you use to give yourself time to think about what to say next?

### **Task 6 Read the text and do the exercise:**

## **HOW TO STRUCTURE A MESSAGE**

It's important to structure your message clearly when you speak on an answering machine. Here is one way to do it.

- Say who you are and (if necessary) who you are leaving the message for.

*Hello, this is ... calling for...*

- Explain the message step by step. *I'm calling about... / I just wanted to confirm ...*

- Say what action you would like the other person to take (if any). *Maybe you could get back to me... / Could you call me back... ?*

- Make sure the other person knows how to contact you. *Here's my number... / You can reach me on ...*

Don't forget to keep your message as short as possible and to talk slowly and clearly.

## COMPLAINING

Normally we explain the context before we explain our complaint in detail.

*I'm calling/I have a question about the invoice you sent us.*

In addition to *I'm afraid* and *unfortunately*, we often use verbs like *seem* and *appear* to describe the problem. These verbs make the complaint sound less aggressive and allow the possibility that we might be wrong.

*I'm afraid there's a slight problem with the goods you sent us.*

*Unfortunately it seems we haven't received the shipment.*

*It seems you forgot the attachment OR You seem to have forgotten the attachment.*

*There appears to be a small problem with your latest consignment.*

## APOLOGIZING

There are different phrases you can use to apologize, for example:

*I'm sorry about...*

*I'd like to apologize for...* (more formal)

*Please accept my/our apologies for...* (very formal)

You can use words like *really*, *very*, and *extremely* or the expression *I have to say* to make an apology stronger.

*I'm very / extremely sorry about this.*

*I have to say I'm really very sorry about this.*

If the mistake really is your (or your company's) fault, you can admit this by saying:

*That's entirely our fault.*  
*There must have been a mix-up.*

## **SOLVING THE PROBLEM**

Customers also appreciate it if you take responsibility for solving the problem. Here we often use the *will* future when we promise to do something (often spontaneously).

*I'll get on to that problem immediately.*

*I'll make sure it gets sorted out straight away.*

*I'll personally make sure it doesn't happen again.*

If you don't want to make such a firm promise, you can use *should* instead.

*You **should** have them first thing tomorrow morning. You **should** have it by Friday at the latest.*

### **Exercise: Translate into Ukrainian:**

- ◆ answering machine
- ◆ to leave a message
- ◆ step by step
- ◆ to make sure
- ◆ as short as possible
- ◆ complaint
- ◆ in addition to
- ◆ unfortunately
- ◆ attachment
- ◆ consignment
- ◆ to apologize
- ◆ extremely
- ◆ fault
- ◆ a mix-up
- ◆ appreciate
- ◆ responsibility
- ◆ spontaneously

## **Task 7 Read the text and answer the questions:**

### **DEALING WITH COMPLAINTS**

Dealing well with complaints shows how important customer care is for your company. It shows that you listen to your customers, that you want to learn from your mistakes, and that you are continually trying to improve your services.

Below are some tips for dealing with complaints.

#### ***Take each complaint seriously***

If you deal with a complaint in the wrong way, one unhappy customer may tell many more people about your poor service. On the other hand, if you deal with a complaint successfully, that customer will probably do business with you again. Remember that finding new customers is much more expensive than keeping current ones.

#### ***Listen to your customers and show them you understand what they are feeling***

Listen carefully to your callers and let them get rid of their anger or frustration. Try to see things from their point of view and make sure you show them that you understand their problem.

#### ***Admit that a mistake has been made and say sorry***

If the customer thinks something is a complaint, then it is, even if you think the problem is not important. If your company has really made a mistake, say so and apologize. Even if you think a mistake has not been made, show the customer that you understand the problem. Never tell the customer that the complaint is not important.

#### ***Accept personal responsibility***

Even if you are not directly responsible for the mistake, it is not important for the customer whose fault it really is. You are the face of your organization and it is your responsibility to solve the problem. If you are not able to do so yourself, find the person who can. Make sure you support the customer until the right person can help.

#### ***Take immediate action***

Customers want their problems solved quickly. Acting fast shows customers that you take them and their problems seriously.

#### ***Offer compensation***

If possible, try to compensate customers for a mistake, e.g. by giving a small discount. Often the fact that you are giving some kind of compensation is more important than the compensation itself.

***Thank the customer for making the complaint***

This may sound illogical, but complaints are the best feedback you can get. They show how you can improve your service and make your customers more satisfied.

**Questions:**

1. What does dealing well with complaints show?
2. What is more expensive: to find new customers or to keep current ones?
3. What to do to minimize the callers anger or frustration?
4. If you are not directly responsible for the mistake, will you accept your personal responsibility?
5. Why should we thank the customer for making the complaint?

**Task 8 Read the text and do the exercise:**

**HEDGES**

Hedges (phrases which express doubt or make a statement sound less certain) are useful when making suggestions or tentatively agreeing to something. Native speakers of English often use words like *probably* and *might* or expressions like *I would say* and *I think I can provisionally say* when trying to reach an agreement.

*We could probably work with that.*

*We might be able to work with that*

*I would say (it would be) between 5 to 10 per cent more expensive.*

*I think I can provisionally say that we could work with that.*

Note that the use of hedges is more common in British English than American English.

## TURN-TAKING

It can be difficult on the telephone to know when to speak yourself and when to let your partner speak. Since you and the person you're talking to can't see each other, you have to use verbal instead of non-verbal techniques instead. Here are some suggestions.

- Ask questions and use question tags to show your partner that it's his or her turn to speak.

### Questions

*How does that sound?*

*What do you think?*

*Is that OK?*

### Question tags

*You'll be in the office tomorrow, won't you?*

*You said you wanted to compare prices, didn't you?*

- Avoid silences – they can make the person you're talking to feel uncomfortable.

- Use a combination of the following phrases to interrupt politely if your partner won't let you speak.

*Of course, but / Yes, yes, but can I just say something?*

*Sure, but can I interrupt you there (for a second)?*

*Sorry, (but) can I stop you there?*

### Exercise Give the Ukrainian equivalents for:

- ♦ suggestion
- ♦ tentatively
- ♦ provisionally
- ♦ compare prices
- ♦ to interrupt politely
- ♦ to avoid silences

## TELEPHONING ACROSS CULTURES

Many people are not very confident about using the telephone in English. However, good preparation can make telephoning much easier and more effective. Then, once the call begins, speak slowly and clearly and use simple language.

Check that you understand what has been said. Repeat the most important information, look for confirmation. Ask for repetition if you think it is necessary.

Remember too that different cultures have different ways of using language. Some speak in a very literal way so it is always quite clear what they mean. Others are more indirect, using hints, suggestions and understatement (for example “not very good results” – “absolutely disastrous”) to put over their message. North America, Scandinavia, Germany and France are “explicit” countries, while the British have a reputation for not making clear exactly what they mean. One reason for this seems to be that the British use language in a more abstract way than most Americans and continental Europeans. In Britain there are also conventions of politeness and a tendency to avoid showing one’s true feelings. For example if a Dutchman says an idea is “interesting” he means that it is interesting. If an Englishman says that an idea is “interesting” you have to deduce from the way he says it whether he means it is a good idea or a bad idea.

Meanwhile, for similar reasons Japanese, Russians and Arabs – “subtle” countries -sometimes seem vague and devious to the British. If they say an idea is interesting it may be out of politeness.

The opposite of this is that plain speakers can seem rude and dominating to subtle speakers, as Americans can sound to the British – or the British to the Japanese. The British have a tendency to engage in small talk at the beginning and end of a telephone conversation. Questions about the weather, health, business in general and what one has been doing recently are all part of telephoning, laying a foundation for the true purpose of the call. At the end of the call there may well be various pleasantries, *Nice talking to you. Say hello to the family* (if you have met them) and *Looking forward to seeing you again soon*. A sharp, brief style of talking on the phone may appear unfriendly to a British partner. Not all nationalities are as keen on small talk as the British! Being aware of these differences can help in understanding people with different cultural traditions. The difficulty on the telephone is that you cannot see the body language to help you.



## THE ETIQUETTE OF THE TELEPHONE

Hundreds of millions of telephone calls are made every day. A high percentage are made in connection with business and of that huge number a large proportion are between individuals who have never met each other. Calls are made to gain or give information, to discuss and resolve problems, to seek and give advice, to make arrangements and to persuade the listener to take some action. Telephone calls leave no 'footprint' except the recollection in the minds of the parties involved of whether they were effective in meeting their objective.

Many calls are unsatisfactory, leaving one or other party feeling uneasy or irritated (or worse). Quite often the reason for this was not the content of the call but the way it was conducted – in a word, one party failed to observe the normal etiquette that most of us have come to regard as acceptable. Someone handles us badly – our hackles rise – we stop listening – we hang up in a bad temper. The sequence is only too familiar. In this chapter we explore the etiquette of the telephone, discovering that it is as often our unconscious actions which are bad manners as our more obvious errors.

### Initiating a call

Like all effective business actions a telephone call needs preparation – well before you lift the handset. Imagine that you have decided to call Mr Jones, the factory manager of your main supplier, to raise a query about a consignment of material. What preparation should you do? Ask yourself the following key questions:

- Am I clear about *the exact query* that I'm raising and can I put it simply and clearly?
- Have I to hand *all the information* I might need to have a satisfactory discussion with Mr Jones?
- Is Mr Jones *the most appropriate person* to deal with this issue? If not, whom should I approach?
- Is this likely to be *a convenient time* to call Mr Jones (many managers have well-known busy periods in their schedules)?
- *Do I really need to deal with this now* by telephone or would some other

method (for example, an exchange of faxes) be more effective?

These questions apply when the call is important or urgent from the point of view of the caller. Equally, there are circumstances in which the call is more important to the receiver (for example, when a bidder is waiting to hear the outcome of a tender) than to the caller. In these cases the responsibility of the caller is to think first about the receiver's interest rather than his own. This is a good example of the "duty of courtesy" which businessmen owe to each other.

*Good preparation* is all about making the call as effective as possible, in particular by respecting the time of the receiver. By making the call you have the initiative in shaping the conversation itself. The receiver will always listen for a short time without interrupting the caller and that opportunity should be used to establish your identity and the purpose of the call clearly. It is discourteous (and generally ineffective) to waffle on for a minute or two before coming to the point. If you are speaking to someone for the first time, lack of clarity and brevity on your part may result in your being given the "double-glazing salesman's" treatment – a brisk 'Not today, thank you'.

### **Switchboards and secretaries**

Your call will almost certainly be made via the receiver's switchboard. If you're kept waiting (more than five rings), you should be greeted by an apology. If you are not, you know that the switchboard operators lack training. If your call is not answered after ten rings, it is advisable to hang up and call later (not least because you will be less agitated by the delay).

*Greet* the operator with "Good morning", announce your name, "This is Alan Jarvis of Universal Grindings" and say whom you would like to speak to, "Could I speak to Mr Crisp of Accounts, please?" These courtesies are as essential when dealing with switchboard operators as they are when speaking to secretaries. Your demeanour in handling anyone in another business reflects not only on your own manners but also on the company you represent.

Switchboards often put a caller *on hold* while the connection is sought (sometimes the nerves of the caller are soothed (?) by synthetic music) and, once again, it is good practice for the operator to say to the caller, "Sorry to keep you waiting" every 20 seconds or so.

On *reaching the secretary*, the caller should again announce his name and add a brief word about the purpose of the call. This will help the secretary to

decide whether to interrupt her boss if he is in a meeting or on another call. It is sensible for callers to get to know the secretaries of business people whom they regularly contact and to use each telephone call to exchange pleasantries before being put through to their boss. Establishing a friendly relationship often makes the job of both secretary and caller more effective and enjoyable. However urgent the issue, the caller should always take a few moments to speak to the secretary in this way before his call is put through.

Some people get their *secretaries to initiate their calls* and in those cases the routine described above should be followed by the secretary, acting on behalf of her boss. It is always bad manners for the receiver to be on the line before the caller, thus, the caller's secretary should always get him on the line *before* the receiver is put through. If you find yourself on the receiving end of the ill-mannered practice of the receiver waiting on the convenience of the caller – hang up!

### **Organising a call**

If the caller is not known to the receiver, it is essential that his credentials and the purpose of the call are established at the outset. For example, – Good morning, Mr Crisp. I'm Alan Jarvis of Universal Grindings. I recently took over as chief buyer and I'm calling to check on the details of a credit note etc . . .”.

Telephone calls are intended to be dialogues and the caller should always provide the receiver with opportunities to comment or react to a statement (open questions such as “Has your company dealt with any similar situations in the past?” are particularly useful).

It is usually the job of the receiver to wrap up the telephone conversation (after all, he's the person who has been interrupted) although the caller may nudge the receiver in that direction. The caller should be diplomatic about how this is done and it is important that the call finishes on a friendly and positive note.

### **Interrupted calls**

If a call is cut off, for whatever reason, it is courteous for the original caller to redial. If the receiver suspends the call (for example to deal with an incoming international call or to respond to a summons by his managing director) it is his responsibility to redial. If, in the latter circumstance, the call back is not made within, say, 15 minutes, his secretary should ring the original

caller with an explanation and apology. Callers should not be put on hold by a receiver for anything more than a few seconds without explanation.

### **Good telephone manners**

Callers should not be too familiar or casual with receivers they have never met. Most people are comfortable with callers using their surnames on first contact (“Good morning, Mr Stevens”) and do not expect the deference of “Sir” or “Madam”. They are usually offended by the uninvited use of first names and jokey or unbusinesslike language. Saying “Hi, John – how ya doin? I’m the new big banana in the packing department!” is not the ideal way to establish a good working relationship.

Personal matters have a place in many business telephone conversations, not least to help to reinforce the friendships which are an essential feature of good teamwork. You should always be conscious of the possible time pressures that the receiver is under (and is probably too polite to mention) and keep your comments brief and to the point. It is generally considered inappropriate for those in the junior ranks of an organisation to take the initiative in discussing personal matters with those who are more senior.

Always remember to use “Please” and “Thank you” at appropriate points in your business calls. No one should be too busy or senior for these common courtesies to be abandoned.

### **Receiving calls**

Busy people often receive calls at very inconvenient times. They might be preparing for a meeting, catching up on important paperwork or attending to a call of nature! The first line of defence for the receiver is his secretary and there is a well-established code of “white lies” to explain his non-availability. These usually follow a pause while the secretary checks the position with her boss, out of the caller’s hearing (not the hand over the mouthpiece and the shouted, “John – are you in?”). They include:

- “Mr Jones is busy at the moment – may I ask him to call you back as soon as he’s free?”
- “Mr Jones is in conference – may I, etc”
- “Mr Jones has a colleague with him at the moment – may I, etc”

Most callers recognise these messages and find them perfectly usual. Less acceptable to both caller and receiver are such responses as:

- “Mr Jones hasn’t turned up yet and I’ve no idea when he’ll be back.”
- “Mr Jones is too busy to talk to you.”
- “Mr Jones is in the loo – again!”

### **Interruptions**

Two common interruptions for a receiver are *an internal call* on another line and the *unexpected appearance of a colleague* at his office door (often whispering in a totally distracting way).

The correct response to the first is to ask the caller to excuse you while you deal with the call, explain to the internal caller that you are on an outside line and will call back shortly, and then resume the external call with renewed apologies. Colleagues should be ignored unless the matter is urgent in which case a similar routine to interruption from an internal call should be used.

Secretaries should only interrupt their boss when there is an urgent reason and, even then, by giving him a written note rather than by telephone. Most people would understand if the receiver said, “Excuse me for a moment, John – Ann has just brought in an important message for me”.

If you do interrupt a call, you should explain the reason to the caller. For example, “I’m sorry, John, I gather there’s a call coming in for me from Tokyo. Would you mind if I took it and called you back?” Don’t just say, “Look, John, something’s come up – I’ll call you back” and put the telephone down.

### **TEACHER’S NOTES**

Пропоновані вправи основні на повторенні, «прокручуванні» (від англ. drill – свердли́ти) певних конструкцій, мають на меті сприяти розвитку у студентів сприйняття на слух, уміння оперувати фразами в думці, вживання нормативних виразів в телефонних розмовах відповідно до вимог ділового етикету.

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## ДЛЯ НОТАТОК

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Навчальне видання

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з англійської мови за темою «Телефонні розмови у бізнесі»  
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